

**PROFESSIONAL IMPLEMENTATION AND SUPPORT AND MAINTENANCE
SERVICES FOR MICROSOFT DYNAMICS 365**

RFP # 2020-01-NXG

COMMISSION'S SECOND RESPONSE TO PROPOSAL INQUIRIES

QUESTION 2:

- Q: Assuming that the Support and Maintenance Services would not begin until nearer to the completion of the Implementation, does the NHLC intend to contract the Support and Maintenance engagement at or near the same timeframe as the Implementation engagement? (irrespective if it's to the same or a different implementation partner). Or will final Support and Maintenance contracts be signed at a later date, even if a decision has been made on the award notification date noted in the RFP?
- A. The NHLC intends to enter into Implementation and Support and Maintenance Services contracts in conjunction with one another, following the conclusion of this RFP process.